

- Policy & Procedure
- Take Note
- Milestones

State of California

DWCNewsline

Division of Workers' Compensation
Carrie Nevans, Administrative Director

1515 Clay Street, 17th floor, Oakland, CA 94612 (510) 286-7100

Internet Web Page: <http://www.dir.ca.gov>

Bulletin No. 24-08

April 9, 2008

Division of Workers' Compensation presents information on the Electronic Adjudication Management System to the Assembly Insurance Committee

The Division of Workers' Compensation (DWC) presented information on the Electronic Adjudication Management System (EAMS) to the State Assembly Insurance Committee at an informational hearing held at the State Capitol today.

"This hearing gave us the opportunity to share our plan for ensuring the EAMS implementation is successful," said DWC Court Administrator Keven Star, who testified at the hearing alongside DWC Administrative Director Carrie Nevans.

In its presentation, provided at the outset of the hearing, DWC detailed why it's implementing EAMS, how EAMS will bring the division's antiquated court infrastructure into the 21st century and how this much-needed update will benefit the division, policymakers, injured workers and employers.

The presentation also reviewed major project elements, illustrated some of the system's functionality and covered DWC's public outreach efforts, which include 44 presentations since February of 2007.

"We've been talking publicly about implementing EAMS since 2004, but needed to have enough functionality built to provide details and answer questions before presenting the system," said Nevans. "Now that we are able to show how EAMS works, we are making a tremendous effort to share that information with external stakeholders while moving the project forward."

Everyone who testified at the hearing complimented division leadership for listening to community concerns and making adjustments along the way.

Another area of discussion was the division's implementation plan and its internal system "go-live" date, set for August 25, 2008.

"Updating the division's case management system is clearly a priority and we're pleased with the progress of the project," said William Zachry, vice president of risk management for Safeway

Inc., one of the largest self-insured employers in the state, when asked if he was confident in the division's ability to get the system running by its target date. "You have to set a date and move toward that when implementing a project of this scope, or else you'll never get it done."

DWC's plan to ensure successful implementation includes:

- Extensive employee involvement in the process
- Thorough training for all employees
- Managing staffing levels at district offices during training to ensure injured workers and employers get the services they need
- Phasing external users into the system over time, which allows the division to ensure DWC employees are proficient in EAMS and to determine the volume of EAMS usage before bringing external users on line.

DWC leadership also reiterated its commitment to continuing EDEX functions in the new environment. In EAMS, users will be able to conduct general searches for information using the injured worker's name, an employer's name, a case number, a date of injury and other search criteria. Additionally, once a user becomes a party to the case they will be able to file documents electronically and receive hearing notices by email, fax or U.S. mail.

However, DWC recognizes that EDEX provides system users with other valuable tools and has convened a working group to determine the method for continuing to provide data, so those services can be sustained when EAMS goes live. That group is meeting every two weeks to ensure the timeline can be met.

Find more EAMS information on the Web at www.dwc.ca.gov/eams. While there, sign up for *EAMS Insider*, the division's newsletter on the Electronic Adjudication Management System.

###